

SW-01303A-09-0343
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ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator: Br

Phone:

Fax: (60 .

Priority: Respond Within Five Days

Opinion No. 2011 - 98027

Date: 8/19/2011

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Janice & Jim** **Laskowicz**

Account Name: Janice & Jim Laskowicz

Home: (000) 000-0000

Street:

Work:

City: Sun City West

CBR: {

State: AZ Zip: 85375

is: Cellular

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: [redacted]
Sent: Tuesday, August 16, 2011 9:24 PM
To: Pierce-Web; Stump-Web; Kennedy-Web; Newman-Web; Burns-Web; Utilities Div - Mailbox
Cc: jlask01@aol.com; communication@cortebellaccca.com
Subject: Docket Nos. W-01303A-09-0343

Attention: Commissioners (Gary Pierce, Bob Stump, Sandra Kennedy, Paul Newman, and Brenda Burns)

From: Janice and Jim Laskowicz - Corte Bella Residents

Sun City West, AZ 85375

RECEIVED
2011 AUG 23, P 3:42
AZ CORP COMMISSION
DOCKET CONTROL

DOCKET SW-01303A-09-0343

We are 6-year homeowners of the Corte Bella community and are EXTREMELY stressed and concerned about the proposed increase in wastewater bills for all residents. We are "in shock", as the proposed increase is absolutely unfair and exorbitant to Corte Bella residents. We live in an Adult Community in which most of us are retired and are on fixed retirement incomes. We simply cannot afford such drastic rate increases. We called Arizona Water Company several days ago, to get clarification about this unheard of rate increase proposal. I was astounded by the representatives' reply of trying to downplay the severity of this increase by stating that this "is just a proposal." Regardless, even proposing such an enormous hike rate is preposterous! Arizona Water needs to think "outside the box" and come up with a fairer plan that does not just penalize a small part of the Phoenix population. Perhaps a small tax needs to be implemented to "all" Phoenix

ARIZONA CORPORATION COMMISSION

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residents - far fairer and then is within a reasonable and appropriate rate increase for all. Or, they need to "think and figure out" any other possible and realistic proposals. Proposing nearly a 140% increase in wastewater rates since last year is NEVER acceptable. The possibility of at least \$40 more per month (close to \$500 annually) is NEVER reasonable or fair. Unheard of anytime, but especially NOW due to the fact that all have been in a recession time period since 2008 -- everyone is struggling financially and it does not look like things are improving in the economy anytime soon. Never in our lives have we received a notice of over a 100% rate increase in anything! AZ Water needs to be a more responsible company by creating a viable and fair plan for all Phoenix residents to "share" in the costs. We thank you in advance for "rethinking" your unacceptable current proposal and developing a FAIR and REALISTIC plan that Corte Bella residents can afford. We are confident that Arizona Water Company will do just that!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 8/19/2011

Opinion No. 2011 - 98027
